



Problem Resolution Report

Support of County Retained Personal Computing Services Assets
HP/CoSD-064



Date: June 16, 2011

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for the addition of Resource Units to the Agreement to provide for support by HP of County-retained Personal Computing Services Assets ("Retained Assets").

Resolution:

Section 4.4.3 of Schedule 4.3 is amended as per the Statement of Work attached hereto as Attachment 1 to this PRR.

The applicable Resource Unit fee for each asset, as set forth in Exhibit 16.1-1 of Schedule 16.1, will be applied to any corresponding Retained Asset in the measure of 75%, as per Resource Units set forth in the Attachment 2 to this PRR. If the County wishes to refresh the Retained Asset with a HP-owned asset, at refresh the applicable Resource Unit fee will be restored to 100%.

If the Retained Asset meets the enrollment requirements as set forth in the Statement of Work (Section 4.4.3.2.2 Enrollment Requirements), it will be eligible for coverage under the terms of this PRR and can be supported in accordance with the provisions of the Statement of Work.

Once enrolled, HP will update the assets database with the newly enrolled Retained Asset and the chargeback invoice shall be amended to show the Retained Assets, together with their corresponding applicable Resource Unit fee.

Should the County elect to drop coverage, the asset will no longer be eligible for coverage.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the



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Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Bruce Petrazza

Name: Bruce Petrazza

Title: Manager

Date: 06-20-11

J. Hudson

HP ENTERPRISE SERVICES, LLC

By: [Signature]

Name: Max Pinna

Title: Contracts Manager

Date: June 16, 2011

Attachment 1 to PRR 64

Statement of Work

Support of County Retained Personal Computing Services Assets

4.4.3 Personal Computing Services Environment

4.4.3.1. Scope of the Environment to be supported

The following sub-sections further describe and define the scope of the Personal Computing Services to be supported by Contractor and with which Contractor shall comply. For purposes of clarification, unless a Service is specifically limited or revised, all Services to be provided for "Retained Assets", as set forth in this Section 4.4.3, will include all higher level requirements for 4.3 Operational Services, Section 4 Desktop Services, and Section 4.4 Personal Computing Services, as well as MASLs and Cross-Functional Requirements, per the Service Framework hierarchy of requirements described in Schedule 4.3, Section 1.3.8. The express inclusion of a Service does not imply the exclusion of other Services not identified.

4.4.3.2.1 County Retained Assets Hardware and Software

The following are the County-retained Personal Computing Services Assets ("Retained Assets") that are covered by this SOW:

1. County-retained Standard Desktops
2. County-retained Laptops
3. County-retained Convertible Tablets
4. County-retained Engineering Laptops
5. County-retained Standard Ruggedized Laptop

4.4.3.2.2 County Retained Assets Enrollment Requirements

The County shall enroll Retained Assets in accordance with the following requirements:

In order to be enrolled, the Retained Assets must be compliant with current Report 44 "Personal Computing Services Hardware Standards" or, for existing Retained Assets, to previous versions thereof within the preceding three-year period.

4.4.3.2.3 Enrollment

The County shall submit to Contractor an IMAR for the Retained Assets to be enrolled. Contractor will verify the requirements and enroll the Retained Assets.

4.4.3.2.4 Services

Contractor will provide the following services to the County enrolled Retained Assets:

1. Upon enrollment, Contractor will load an approved County standard image per the requirements of Report 43 "Personal Computing Services Core Software Standards".
2. Every enrolled Retained Asset will be tagged with a Contractor asset tag in addition to the existing County property tag and will be tracked in Contractor's asset management system.
3. Hardware support will be limited and provided only to enrolled Retained Assets directly purchased through Contractor, or through Contractor authorized resellers, and accompanied by an extended hardware warranty. Hardware support will be limited to the services covered by such extended warranty. Retained Assets are excluded from the hardware refresh cycles.

Schedule 16.1, Fees, Exhibit 16.1-1

[illegible]